

**MINUTES**  
**BROWN COUNTY TRANSPORTATION COORDINATING COMMITTEE**  
**Monday, March 10, 2014**  
**Green Bay Metro Transportation Center**  
**901 University Avenue**  
**Green Bay, Wisconsin**  
**10:00 a.m.**

**ROLL CALL**

Diana Brown	<u>X</u>	Cole Runge	<u>X</u>
Vinnie Caldara	<u>X</u>	Mary Schlautman	<u>X</u>
Brandon Cooper	<u>      </u>	Julie Tetzlaff	<u>      </u>
Pat Finder-Stone	<u>X</u>	Lisa VanDonsel	<u>Exc</u>
Kathy Hillary	<u>      </u>	Derek Weyer	<u>      </u>
Debbie Johnson	<u>X</u>	Tina Whetung	<u>      </u>
Patty Kiewiz *	<u>X</u>	John Withbroe	<u>      </u>
Greg Maloney	<u>X</u>	Vacant – BC Exec.	<u>      </u>
Barbara Natelle	<u>      </u>	Vacant – BC Board	<u>      </u>
Sandy Popp	<u>X</u>	Vacant – BC Human Svcs	<u>      </u>

**OTHERS PRESENT:** Lisa J. Conard, \* Essie Fels for Patty Kiewiz, and Christel Giesen.

Members of the public: Pat Bertrand, Julie Gordon, Bruce Hansen, Ed Ladowski, Nick Mills, Barbara Simpson, and Dianne M. Winkel.

C. Runge opened the meeting at 10:00 a.m.

**ORDER OF BUSINESS**

1. Approval of the December 16, 2013, Transportation Coordinating Committee meeting minutes.

A motion was made by M. Schlautman, seconded by S. Popp, to approve the December 16, 2013, Transportation Coordinating Committee (TCC) meeting minutes. Motion carried.

2. Discussion of paratransit trip scheduling.

*(Note: Discussion under this item is in regard to the Paratransit Program offered by Green Bay Metro to qualifying clients under contract with MV Transportation, a private transportation company.)*

E. Fels stated that paratransit clients and/or guardians can call until 5:00 p.m. the day before a trip to make arrangements for next-day transportation.

3. Discussion of allowed pick-up and drop-off wait times for clients of Wisconsin's Non-Emergency Medical Transportation (NEMT) Program.

*(Note: Discussion under this item is in regard to NEMT provided by the State of Wisconsin Department of Human Services to qualifying Medicaid and BadgerCare Plus clients under contract with MTM, a private transportation brokerage.)*

S. Popp stated that the 15 minute before-after grace period that applies to paratransit trips also applies to the State of Wisconsin's NEMT Program that is provided by MTM. This is good news, because some MTM clients have been told by MTM that the grace period for pick-ups and drop-offs is one hour before and after the scheduled time.

L. Conard read a list of NEMT trip providers that have operated in Brown County under contract with MTM. They are:

1. Abby Vans, 1115 W. 4<sup>th</sup> St., Neillsville, WI 54456-1605
2. Chariot Cabulance, W2748 Mueller Rd., Hilbert, WI 54129-9442
3. Cruise Line, 9710 W. Flebrantz Ave., Wauwatosa, WI 53222
4. DR Medical Rides, 324 W. Randolph St., Stoughton, WI 53589-2555
5. Koeppens, 217 Industrial Ave., Clintonville, WI 54929-1177
6. Green Bay Metro, 901 University Ave., Green Bay, WI 54302
7. New Wave, 321 S. Washington St. Unit 223, Green Bay, WI 54301-4262
8. North Central Caravans, N914 County Rd D, Antigo, WI 54409-9079
9. Northeast, 9431 County Rd D, Forestville, WI 54213
10. Northwest, 24996 State Rd 35, Siren, WI 54872-0162
11. Quality Cab, 730 Northwest Way, Fond du Lac, WI 54937
12. Sunny Medical Ride, 621 N. Sherman Ave., Madison, WI 53707-7124
13. Yellow Cab of Brown County, 1212 S. Maple Ave., Green Bay, WI 54304-2755

*(Note: The NEMT Program is administered by the State of Wisconsin and should not be confused with the paratransit program provided by Green Bay Metro.)*

4. Round robin discussion about paratransit service.

*(Note: Discussion under this item is in regard to the Paratransit Program offered by Green Bay Metro to qualifying clients under contract with MV Transportation, a private transportation company.)*

C. Runge asked the committee members if they have paratransit service issues they would like to discuss. No committee members had paratransit issues to discuss.

C. Runge stated that there are people in the audience who wish to speak. He then asked the committee if it would open the floor to allow people in the audience to speak.

A motion was made by S. Popp, seconded by G. Maloney, to open the floor to allow people in the audience to speak. The motion carried unanimously.

C. Runge acknowledged the members of the public and asked them to state their names and addresses before speaking.

Julie Gordon, Green Bay, expressed the following concerns:

- Had a hard time finding the meeting notice on the county website.
- Was dissatisfied that "accommodations" located at the bottom of the agenda did not include free rides to the meeting for paratransit clients.
- Disappointed with the availability of literature, including phone numbers, regarding the paratransit program.
- Did not like the meeting time of 10:00 a.m. and suggested 7:00 p.m. for future meetings.

- Expressed concerns regarding the level of service MV was providing under contract with Green Bay Metro.
- Does not like the on-board safety procedure for clients needing 911 service.
- Suggested MV drivers have not been trained properly to operate in snowy conditions.
- Would like to see accident statistics for MV.
- Expressed she was not in favor of Metro continuing the paratransit contract with MV.

C. Runge explained that the Transportation Coordinating Committee (TCC) membership is largely made up of area human service agency staff. The TCC meets once per quarter to address paratransit and other specialized transportation issues that may exist and discuss how the issues can be resolved. However, the TCC does not oversee Green Bay Metro's paratransit program. Instead, the Green Bay Transit Commission has direct oversight of the paratransit service.

The TCC members routinely work with clients at their agencies, Green Bay Metro, and MV to resolve issues and fulfill requests on a case-by-case basis. Clients and their guardians/caregivers are encouraged to contact the agency staff people who serve on the TCC if an issue arises or to work directly with Green Bay Metro or MV.

Discussion occurred regarding the use of a "posse" belt/strap (a seat belt-like safety device used to secure clients in their wheelchairs while being transported in and out of the vehicles). It was suggested that many clients do not want to be secured in this manner and have complained of its use.

V. Caldara, MV, stated posse belts have been used in the industry for over 10 years. MV drivers will ask a client if they would like to have the posse used. If a client indicates no, the posse will not be used. However, some paratransit clients are not verbal and cannot indicate to the driver if it is okay to use it.

L. Conard suggested that a note be added to the client's electronic profile to indicate whether or not the posse should be used.

V. Caldara indicated that could be a possibility. The message could be indicated in the notes section of the manifest.

Bruce Hansen, Green Bay, noted the following concerns.

- Paratransit clients/guardians have not been surveyed about the quality of service being provided by MV.
- Disagrees with Green Bay Metro's *No Show Policy*.
- Does not like the federally-allowable one hour maximum ride time.
- MV driver dropped off family member and caregiver at wrong facility last fall.

V. Caldara, MV, stated that clients should not be dropped off at the wrong location and will look into this situation.

C. Runge stated that the paratransit program is intended to complement the fixed route bus system. Although it is ideal for the client to spend as little time as possible on the vehicle, it is a shared ride program, just like the fixed route bus system. Other paratransit clients may be picked up or dropped off before the client reaches his or her final destination.

E. Fels, Green Bay Metro, stated that she and P. Kiewiz are working on a survey for clients/guardians to express their opinions regarding paratransit service. The survey is expected to be complete in the near future. In addition, E. Fels stated she routinely monitors MVs performance in the field. E. Fels randomly selects trips and observes boarding and unloading procedures without the knowledge of MV staff.

Ed Ladowski, De Pere, stated that he was a driver for Medi-Vans (Metro's previous paratransit provider) for 10 years. He stated he has maintained relationships with former clients and guardians and stated that MV does not provide good service. E. Ladowski suggested that the contract be put out for proposals.

Nick Mills, Green Bay, stated he is a former driver for Medi-Vans and MV. N. Mills stated that MV radios do not work well, MV staff does not answer the phone, and Metro staff does not return phone calls. N. Mills believes MV is not performing to the level outlined in the contract.

Pat Bertrand, 2995 Riverside Drive, identified himself as a UW-Green Bay student and paratransit client. P. Bertrand indicated he typically makes reservations two weeks in advance. However, P. Bertrand indicated he would prefer more flexibility when it comes to his pick-up at UW-Green Bay, which is typically after 3:00 p.m. on school days. P. Bertrand indicated he schedules his pick-up using the best information he has at the time, but occasionally, if something comes up, would like to adjust the pick-up time on the same day (policy allows a client to change a pick-up time the day before by 5:00 p.m.). P. Bertrand recognized that it is a ride-share program and that he may ride with others. The fact that others may be riding may lead to a longer ride than if no one else was in the vehicle.

P. Bertrand also noted that he had scheduled a trip pick-up at the Kress Center. The vehicle did not show up and P. Bertrand called MV only to find out they did not have a ride scheduled. MV subsequently dispatched a vehicle to pick up P. Bertrand.

V. Caldara stated that this was an MV issue. The office staff did not properly schedule the pick-up. The office staff member was reprimanded and additional training was given.

P. Bertrand indicated he likes to make reservations via email and this appears to be working well.

Barbara Simpson and Dianne Winkel indicated that they have family members who are paratransit clients. Both indicated that the federally allowable one hour maximum ride time can cause interruption in their family's lives as arrival times can vary from trip to trip.

Members of the audience agreed. Issues include caretakers expecting a client home at a certain time and having to wait longer than expected until the client arrives home, which results in unproductive time for the caregivers. This can also interrupt time-sensitive medicine or food intake.

C. Runge stated that it appears the two primary concerns expressed by audience members today are that communication should be improved and that a paratransit client survey should occur. He stated that he will provide contact information and upcoming TCC meeting dates to those in attendance, and those who would like this information should write their names and email addresses on the paper that is being circulated in the audience. He also stated that Green Bay Metro staff intends to conduct a paratransit client survey in the near future.

S. Popp indicated she has been an advocate for persons with disabilities for many years and has used various transportation services throughout the years due to disability. S. Popp is employed by Options for Independent Living and will work one-on-one with the clients and their guardians and set up three-way phone calls if necessary to allow all to participate in solving an issue.

S. Popp distributed her business card to audience members.

C. Runge reiterated the importance of clients and their guardians/caregivers talking with their case workers if paratransit issues arise and contacting MV or Green Bay Metro as soon as possible to resolve these issues.

T. Wittig, Green Bay Metro Director, stated that Metro is under contract with MV and that the contract is not over. It is possible for Metro to issue a Request for Proposals (RFP) for the provision of paratransit services in the Green Bay area. At least eight firms, including large national firms, have expressed interest in putting a proposal together. However, T. Wittig indicated that since September 2011, complaints regarding MV have been minimal. T. Wittig did acknowledge that there were service issues in May 2011 when MV took over the contract and those were solved shortly after he arrived in Green Bay in the summer of 2011.

A motion was made by M. Schulman, seconded by D. Johnson, to return to regular business. Motion carried unanimously.

C. Runge thanked members of the audience for attending the meeting and providing comments to the committee.

5. Other matters.

The meeting dates for 2014 are as follows:

**Monday, June 9, 2014**  
**Monday, September 8, 2014**  
**Monday, December 15, 2014**

Green Bay Metro Transportation Center  
901 University Avenue  
Green Bay, Wisconsin  
10:00 a.m.

6. Adjourn.

C. Runge closed the meeting at 12:25 p.m.